


GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
<b>Chapter 11</b>	<b>Organization and Administration</b>	
<b>Date Initially Effective</b> 09/01/94	<p style="text-align: center;">   <b>By The Order Of:</b>  <b>T.D. Sauls, Jr. , Interim Chief of Police</b> </p>	
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The Greenville Police Department shall establish and maintain an organizational structure to ensure the Unity of Command and to delineate the line of authority, responsibility, and communications.

### 11.1.1 ORGANIZATIONAL STRUCTURE

CALEA Standard: 11.1.1, 11.1.2

The Chief of Police shall have overall command of the Police Department. A Deputy Chief shall report directly to the Chief of Police. In addition to the Command Staff, Internal Affairs, Public Information, Accreditation and Accounts Payable, an Administrative Assistant will report directly to the Chief of Police. An Assistant City Attorney shall provide advice to the Chief and Department personnel on legal issues and provide training as needed.

The Emergency Response Team and Strategic Services/Inspections are under the direct authority of the Deputy Chief of Police. The Hostage Negotiation Team is not attached to a Division, but is under the direct authority of the Deputy Chief of Police.

The Administrative Services Bureau Commander shall command the Logistics, Code Enforcement and Community Outreach divisions. The Administrative Services Bureau Commander holds the rank of Captain. The Commander of the Logistics Division will hold the rank of Lieutenant. The Code Enforcement Division Supervisor position is held by a civilian. The Administrative Services Bureau Commander shall report directly to the Deputy Chief.

The Field Operations Bureau Commander shall command the Patrol Division, Special Operations Division and Zone Commanders. The Field Operations Bureau Commander holds the rank of Captain and shall report directly to the Deputy Chief. Patrol Division Watch Commanders, Zone Commanders and the Special Operations Division Commander shall hold the rank of Lieutenant.

The Criminal Investigations Bureau Commander shall command the Criminal Investigations Bureau. The Criminal Investigations Bureau Commander holds the rank of Captain and shall report directly to the Deputy Chief. A Deputy Bureau Commander shall assist the Criminal Investigations Bureau Commander and shall hold the rank of Lieutenant.

The organizational Divisions and Units of the Greenville Police Department are grouped to reflect the functions of each Bureau in the organizational structure. The Bureaus and their respective subunits are as follows:

#### **CHIEF'S STAFF**

Internal Affairs  
Public Information  
Accreditation  
Accounts Payable/Purchasing

#### **DEPUTY CHIEF**

Hostage Negotiation Team (HNT)  
Honor Guard  
Strategic Services/Inspections  
Chaplain

**ADMINISTRATIVE SERVICES BUREAU****LOGISTICS DIVISION**

Personnel & Recruiting  
Communications  
Property/Evidence

**COMMUNITY OUTREACH DIVISION**

Court Liaison  
Training  
Police Explorers  
Police Athletic League  
Crime Prevention  
School Resource Officers

**CODE ENFORCEMENT DIVISION**

Animal Protective Services  
Parking Enforcement  
Code/Zoning Enforcement

**INFORMATION SERVICES DIVISION**

Planning & Research  
Records  
Crime Analysis  
Alarm Coordinator  
Community Service Clerks

**FIELD OPERATIONS BUREAU****Patrol Division**

Zone Commanders  
Watch Commanders  
Shift A  
Shift B  
Shift C  
Shift D

**Special Operations Division**

Emergency Response Team (ERT)  
Gang Unit                      Center City Unit  
Traffic Safety Unit           Housing Unit  
Reserve Officers              Citizen Volunteers  
TAC Unit  
EOD K-9

**CRIMINAL INVESTIGATIONS BUREAU****Major Crimes Unit**

Major Crimes  
Forensics Unit

**Property Crimes Unit**

B/E & Auto Larceny  
Computer Crimes  
Financial Crimes

**Special Victims Unit**

Domestic Violence  
Internet Predator  
Juvenile  
Victims Advocate

**Special Investigations Unit**

Criminal Intelligence  
Drug Task Force  
Warrant Unit

**Focused Deterrence Unit****Organizational Chart**

The Greenville Police Department's organizational structure and functions are depicted graphically on an organizational chart. The Organizational Chart shall be updated annually, or as needed by the Administrative Services Bureau Commander. The Greenville Police Department Organizational Chart shall be disseminated to all Department personnel and copies maintained on file by the Administrative Services Bureau Commander.

**11.1.2 EMPLOYEE ACCOUNTABILITY AND SUPERVISORY COMMAND**

CALEA Standard: 11.2.1, 11.2.2, 11.4.5

Greenville Police Department employees shall be accountable to only one supervisor at any given time. Chapter 12, Section 12.1.3 of the Greenville Police Department's Policy and Procedures Manual defines the procedure to be followed by employees who receive conflicting orders from different supervisors.

Each organizational component of the Greenville Police Department shall be under the direct command of only one supervisor. When two supervisors of the same unit are on duty and supervising the same area of responsibility, the chain of command shall be determined by seniority and time in grade.

**Supervisory Span of Control**

Command Staff will be responsible for the organizational components operating within their commands. A supervisor's span of control (number of persons under their command) shall be determined by the Chief of Police.

**Notifying Chief of Significant Incidents/Liability Issues**

The Chief of Police, or designee, shall be notified immediately by the commanding supervisor of any significant incident where a question as to the department's liability may exist or may result in heightened community or media interest. These incidents include, but may not be limited to, the following:

- Suspected or Reported Excessive Use of Force
- Any Use of Force Resulting in Serious Bodily Injury
- Vehicle Pursuit Resulting in Serious Motor Vehicle Accident or Injury
- Arrests Involving Unusual Circumstances or High Profile Individuals
- Possible Civil Rights Violations
- Violations of Criminal Law by Departmental Personnel
- Any Incident Involving Departmental Personnel that Resulted in Significant Property Damage
- Any Incident Involving a Departmental Employee's Failure to Act Resulting in a Serious Injury or Significant Loss of Property
- Domestic Situations involving Departmental Personnel

No departmental employee shall imply or accept financial liability for loss or damage on behalf of the City of Greenville. Any inquiries concerning financial liability will be referred to the Assistant City Attorney.

**11.1.3 AUTHORITY AND RESPONSIBILITY**

CALEA Standard: 11.3.1, 11.3.2

Greenville Police Department employees at every level within the Department shall have the authority to make the decisions required for the effective execution of their responsibilities. Each employee within the Greenville Police Department shall be held accountable for the use of the employee's authority and for the use of delegated authority. Supervisors at each level in the Department are accountable for the performance of employees under their immediate supervision.

**11.2.1 MANAGEMENT INFORMATION SYSTEM**

CALEA Standard: 11.4.1, 11.4.3,

The Greenville Police Department shall have a management information system and an administrative reporting program to provide reliable information for management decision-making. The management information system will provide information used to forecast workloads, prepare budgets, and determine personnel and other resource requirements. This information will be derived from data sources including, but not limited to:

Part I and Part II Criminal Offenses:

- Arrests
- Uniform State Citations

- Traffic Collision Summaries
- Calls for Service Summaries
- Response Time Summaries
- Personnel Usage Summaries
- Vehicle Usage Summaries

The Planning and Research Specialist, reporting directly to the Information Services Administrator, shall be responsible for preparing statistical and data summaries of Department activities.

### **Administrative Reporting Program**

The administrative reporting program includes the compilation of daily and annual reports.

### **Daily Reports/Field Operations Bureau End of Shift (EOS) Reports**

The F.O.B End of Shift reports are used to keep personnel informed of major crimes, traffic collisions, arrests, and other important activities. These reports are done via email and available for review to all police personnel. These activity reports are completed by the watch commander, or designee, at the end of each tour of duty.

### **Annual Reports**

The Greenville Police Department Annual Report will be completed based on the calendar year end and will be due by June 30<sup>th</sup> of the following year. The report will provide comparative data and statistics and account for the activities of the Department.

The Public Information office will publish the annual report. Resources needed to complete the report will be determined and requested as needed by the Public Information Office. Resource information will include information from activities and progress concerning Department goals and objectives and summary reports from each Bureau or Units within the Department. After the annual report is printed, it will be distributed to all Administrative Staff and to other personnel upon request.

### **SUMMARY OF ADMINISTRATIVE REPORTING ACTIVITIES REQUIRED BY POLICY**

The administrative reporting system provides management information on the activities of the agency on a timely basis reflecting comparative data on activities and trends. This system provides information and communication throughout the Chain of Command. A listing of reports, inspections, reviews, and analysis to be submitted to the Chief of Police and staff members designated by the Chief of Police per policy is as follows. These reports are discussed in further detail in the appropriate chapters of the Greenville Police Department Policy and Procedures Manual.

### **Schedule of Reports / Inspections / Analysis**

Requirement	Responsible	Due Date	Standard
Review of Requirements Due	Strategic Services	Annually/January	11.4.3
All Hazard Plan/Emergency Operations Plan	Office of Deputy Chief	Annually/January	46.1.2
Specialized Assignments Review	Office of Deputy Chief	Annually/January	16.2.1
Review of Recruitment Plan	Admin. Bureau Commander	Annually/January	31.2.3
Organization Chart Update	Admin. Bureau Commander	Annually/January	11.1.2
Motor Vehicle Pursuit Analysis	Office of Internal Affairs	Annually/January	41.2.2
Field Operations Bureau Shift Assignments	Field Operations Bureau Commander	Annually/January	41.11
Use of Force Report	Office of Internal Affairs	Annually/January	1.3.13
Juvenile Programs Evaluation	Special Victims Unit	Annually/January	44.1.3
Review Victim/Witness Needs	Special Victims Unit	Annually/January	55.1.2
Budget Requests	Departmental Staff	Annually/January	17.2.2
Weapons Qualification Program	Training Unit	Annually/January	1.3.11

Weapons Proficiency Trg. Report	Training Unit	Annually/January	1.3.11
Recruitment Plan Evaluation	Personnel & Recruitment	Annually/January	31.2.2
Adopt-A-School Report	Community Outreach	Monthly/January	44.2.4
Crime Prevention Evaluation	Community Outreach	Annually/February	45.1.1
Prop./Evid Procedure Inspection	Logistics Division Commander	1 <sup>st</sup> Semi-Annual /Feb	84.1.6
Early Warning System Evaluation	Office of Internal Affairs	Annually/February	35.1.9
Adopt-A-School Report	Community Outreach	Monthly/February	44.2.4
Analysis of Grievances	Office of Internal Affairs	Annually/March	25.1.3
Bias Based Policing Review	Office of Internal Affairs	Annually/March	1.2.9
Internal Affairs Summary	Office of Internal Affairs	Annually/March	52.1.5
Community Liaison Report	Community Outreach	1 <sup>st</sup> Quarterly/March	45.2.2
Equipment Inspection Unusual Occurrences	Unit Commander	1 <sup>st</sup> Quarterly/March	46.1.8
Financial Statements	All Personnel Handling Funds	1 <sup>st</sup> Quarterly/March	17.4.2
Adopt-A-School Report	Community Outreach	Monthly/March	44.2.4
Adopt-A-School Report	Community Outreach	Monthly/April	44.2.4
Special Investigations Funds Independent Audit	Office of Internal Affairs	Annually/May	43.1.4
Prop. /Evid. Audit	Unassociated Supervisor	Annually/May	84.1.6
Traffic Enforcement Evaluation	Traffic Safety Supervisor	Annually/May	61.1.1
Adopt-A-School Report	Community Outreach	Monthly/May	44.2.4
Multi-Year Plan Review	Deputy Chief	Annually/June	15.1.3
Annual Report	Public Information Officer	Annually/June	11.4.1
Community Liaison Report	Community Outreach	2 <sup>nd</sup> Quarterly/June	45.2.2
Equipment Inspection Unusual Occurrences	Unit Commander	2 <sup>nd</sup> Quarterly/June	46.1.8
Financial Statements	All Personnel Handling Funds	2 <sup>nd</sup> Quarterly/June	17.4.2
Adopt-A-School Report	Community Outreach	Monthly/June	44.2.4
Independent Audit	C.O.G. Finance Department	Annually/July	17.4.3
Goals & Objectives	Chief's Office	Annually/July	15.2.1
Criminal Intelligence Review	Invest. Bureau Commander	Annually/July	42.1.6
Adopt-A-School Report	Community Outreach	Monthly/July	44.2.4
Prop./Evid Procedure Inspection	Logistics Division Commander	2 <sup>nd</sup> Semi-Annual/Aug.	84.1.6
Adopt-A-School Report	Community Outreach	Monthly/Aug.	44.2.4
Equipment Inspection Unusual Occurrences	Unit Commander	3 <sup>rd</sup> Quarterly/Sept.	46.1.8
Financial Statements	All Personnel Handling Funds	3 <sup>rd</sup> Quarterly/Sept.	17.4.2
Community Liaison Report	Community Outreach	3 <sup>rd</sup> Quarterly/Sept.	45.2.2
Adopt-A-School Report	Community Outreach	Monthly/Sept.	44.2.4
Uniforms/Equipment Inspection	Watch Commanders	Annually/October	53.1.1
Adopt-A-School Report	Community Outreach	Monthly/October	44.2.4
Adopt-A-School Report	Community Outreach	Monthly/November	44.2.4

Financial Statements	All Personnel Handling Funds	4 <sup>th</sup> Quarterly/Dec.	17.4.2
Community Liaison Report	Community Outreach	4 <sup>th</sup> Quarterly/Dec	45.2.2
Equipment Inspection Unusual Occurrences	Unit Commander	4 <sup>th</sup> Quarterly/Dec.	46.1.8
Adopt-A-School Report	Community Outreach	Monthly/Dec.	44.2.4
<b>PERIODIC</b>			
Training Records (In-Service)	Training Unit	On-Going	33.1.7, 33.5.1, 46.1.9, 71.2.1
Daily Activity Report	Shift Supervisors	Daily/Per Shift	n/a
Pool/Assigned Vehicle Inspect.	All Supervisors	Weekly/Monthly	53.1.1
Facility Inspection Report	Logistics Division Commander	Weekly	53.1.1
Fiscal Budget Reports	Planning & Research	Monthly	17.4.2
Annual Vehicle Inspection	Bureau Commanders	Annually/3rd Quarter	53.1.1
Prop. /Evid. Unannounced Inspection	As Directed by the Chief	Annually 4 <sup>th</sup> Quarter	84.1.6
Staff Inspections	Strategic Services	Triennially/Anniversary	53.2.1
Job Task Analysis	C.O.G. H.R. Department	Periodically	21.1.1
Workload Assessment	Planning & Research	Triennially	16.1.2
Prop. /Evid. Assignment Change	As Directed by the Chief	As Needed	84.1.6
Citizen Survey	Community Outreach	Triennially	45.2.4

## REVIEW OF GENERAL MANAGEMENT ACTIVITIES

### Accreditation Management

The Accreditation Coordinator reports directly to the Chief of Police. The Accreditation Coordinator shall receive specialized training in Accreditation by attending a training course for new Accreditation Managers, which is held at CALEA conferences. This training shall be completed within one year of being appointed. The Accreditation Coordinator shall facilitate the dissemination of information as required by general management/administrative activities and reporting systems. As such, the Accreditation Coordinator shall:

- Monitor the accreditation/reaccreditation process, conferring with the command staff on matters relating to the accreditation process or status of the Department
- Review and determine the impact of new or revised accreditation standards on the Department; Coordinate the printing and distribution of new or revised directives or accreditation related material as needed
- Maintain files and records required by the accreditation process
- Maintain a listing of all administrative reports to include their purpose; persons, or positions responsible for the formulation of the report; frequency of the report, and distribution of the reports

### Staff Inspections

The Office of Strategic Services reports directly to the Deputy Chief and is responsible for policy creation and revision as well as Staff Inspections. The Greenville Police Department shall conduct staff inspections as outlined in Chapter 53 of the POLICY AND PROCEDURES MANUAL. The Office of Strategic Services shall:

- Evaluate all directives, special orders, or similar documents of the Department to determine compliance with accreditation standards
- Hold primary responsibility for the writing of new Departmental directives, policies, and procedures as necessary and revising as necessary existing directives, policies, and procedures.

**Command Staff**

The Greenville Police Department's Command Staff will hold periodic staff meetings in order to exchange information and ideas, discuss policies and procedures, identify, analyze, and solve problems, and communicate information to employees of the Department. The Command Staff consists of the following personnel:

- Chief of Police
- Deputy Chief
- Administrative Services Bureau Commander
- Criminal Investigation Bureau Commander
- Field Operations Bureau Commander

**Meeting Schedules**

Command Staff meetings will be held as periodically as needed. Specific days and times may vary according to schedules of the command staff.

Attendance is mandatory for all Command Staff members unless otherwise approved by the Chief of Police. Command Staff members will be responsible for disseminating information from staff meetings to their respective personnel.

**Suggestion Management**

Input toward general management shall also be gathered through the utilization of employee suggestions and recommendations for improvements from all levels within the Department. Employees are encouraged to use the *Suggestion Management System Idea Sheet*, whenever they have an idea or a suggestion that they would like considered for implementation.

Whenever possible, the narrative section should include financial consideration, agency benefits, lists of all persons directly affected, and any other pertinent information that can be of use in evaluating the idea. The *Suggestion Management System Idea Sheet* shall be submitted through the employee's chain of command.

Once the Chief of Police has received the *Suggestion Management System Idea Sheet*, the Chief of Police should take one of the following actions:

- Submit the idea to a committee for study
- Request further discussion/review by the Command Staff
- Send to an appropriate Department employee for further research
- Approve and assign for implementation
- Disapprove the suggestion
- Take any other action required for evaluation purposes
- If the idea affects only one Bureau, the Chief may assign the idea and implementation to the appropriate Bureau member(s)

Once an idea has been received and reviewed and a decision for action made, a copy will be returned to the originating member to advise them of the status of their idea. One copy along with the response will also be placed in the employee's personnel file.

Should a particular idea result in substantial financial savings or significantly improve the efficiency and effectiveness of the organization, the Chief of Police may choose, on a case-by-case basis, to:

- Offer a desired training course to the employee
- Authorize an appropriate block of compensatory time for effort expended;
- Use for future consideration of requests for assignment

**11.2.2 ACCOUNTABILITY FOR DEPARTMENT FORMS**

CALEA Standard: 11.4.2

The Greenville Police Department uses numerous forms in its day-to-day operations. The Department shall adhere to a forms control system in order to meet two goals; to ensure accountability of forms, and to facilitate the

development, approval, review modification, and deletion of Department forms. Department forms are divided into two classes; those requiring strict accountability, and those requiring general accountability.

*STRICT ACCOUNTABILITY:* Accountability is required for both unused and completed forms and is subject to audit.

*GENERAL ACCOUNTABILITY:* Accountability is required for completed forms only.

Forms become records upon completion. A unit may be required to maintain a copy of the record to complete a task. Unused forms shall be kept available for use by Department personnel.

Personnel wishing to design and implement new forms, or revise an existing form, will submit a copy of the proposed form through the chain of command to the Office of Accreditation who will ensure that the format is consistent with the requirements of the Department and will oversee the review process for new or modified forms. Once designed or revised, all forms will be reviewed through the chain of command for final approval before implementation. Upon approval, the form will be assigned a Departmental form control number authorizing use of the form.

The forms control system does not apply to forms supplied or controlled by other departments, agencies, or levels of government, i.e., state-supplied forms, warrants, forms supplied by the courts, and uniform traffic citations.

The Office of Accreditation shall maintain the Forms Control Log and shall assign a form control number to all approved Departmental forms. The form control number shall be an alphanumeric identifier indicating:

- Greenville Police Department
- Form Number
- Month and year in which the form was approved

An example of the format is: GPD: 1:11:93.

### **11.3.1 GOALS AND OBJECTIVES**

CALEA Standard: 15.2.1

#### **Goals and Objectives**

Goals and objectives for the City of Greenville are established by the Greenville City Council annually prior to the beginning of each fiscal year. The Chief of Police, with input and assistance from the Command Staff, submits action items designed to accomplish the goals and objectives within the purview of the Police Department. Once the action items are approved by the City Manager's Office, goals, objectives, and actions items are adopted by the City Council. Once formally adopted by City Council, goals, objectives, and action items are published by the City and are provided to all employees.

The Office of the Chief of Police coordinates the goals and objectives process within the Police Department. Specific assignments relative to the action items are made to appropriate organizational components within the Department.



**11.4.1 PLANNING AND RESEARCH COMPONENT**

CALEA Standard: 15.1.1, 15.1.2

Planning and research is the process whereby the Department can favorably affect future conditions of the Department. The planning function facilitates productive and responsible management of Departmental resources.

Planning and research activities are essential to effective management. Planning functions are performed at all levels in the Department. Among these functions in the various levels and components are analyses of reported crimes, requests for service, development of agency short-term and long-term strategies, budget development, capital improvements, grant management, information management, staffing analysis, systems analysis, written directives process, and liaison with other criminal justice agencies.

The Deputy Chief, under the direct command of the Chief of Police, has primary responsibility for the Department's planning and research activities and the coordination of the planning process. In collaboration with the Department's command staff and Information Technology Department, the Planning and Research Specialist has access to the necessary planning/research information resources needed to collect data and make programmatic recommendations.

In order to meet the complexities and demands required to support the planning and research function, the Department shall assign the Planning and Research Specialist the responsibilities of providing direct administrative support to the planning and research function under the supervision of the Information Services Administrator.

The planning and research functions and activities specifically include, but are not limited to:

- Maintaining liaison with other criminal justice planning agencies;
- Performing district analysis and staffing allocation studies;
- Compiling and disseminating various analytical reports to the affected components of the Department;
- Assisting in the preparation of the Department budget;
- Assisting in the preparation of grants;
- Assisting in contingency planning or
- Preparing such other reports or recommendations as directed by the Chief of Police.

All analytical reports of operational activities are disseminated to the affected organizational units.

**11.4.2 MULTI-YEAR PLAN**

CALEA Standard: 15.1.3

The Deputy Chief shall be responsible for the development of a three (3) calendar year, plan which will encompass:

- Long-term goals and operational objectives
- Anticipated workload and population trends
- Anticipated personnel levels
- Anticipated capital improvements and equipment needs
- Provision for review and revisions

The Deputy Chief shall review the Multi-Year Plan annually and update/revise the plan as necessary.